

Dell Service & Support

Dell Protects Your Image with Service & Support

You and your work will look good over the long term with service and support from Dell. The Dell 1100 includes all of the benefits of Dell's 24x7 toll-free technical phone support for 1 year and Advanced Exchange Service¹ for 90 days. The Dell 1600n, 1710 and 1710n printers include Next-Business-Day (NBD) Advanced Exchange Service¹ for one year and 24x7 toll-free technical phone support. With the purchase of an M5200n, W5300n, 3000cn, 3100cn or 5100cn printer, you receive 24x7 toll-free technical phone support and Next-Business-Day On-Site Response Service².

Dell also gives you the choice of extending the benefits of Advanced Exchange Service¹ and other services such as Next-Business-Day On-Site Response Service² to help protect your investment. Other service options include Installation, Asset Tagging, Printer Gold Technical Phone Support, Same Day On-Site Response Service² and Leasing. Certain restrictions apply.

Next-Business-Day Advanced Exchange Service¹

If you have a problem with your Dell printer during your service period that cannot be fixed with phone-based troubleshooting, we will ship you a replacement unit the next business day. All you do is set up your new printer, ship back the defective unit (prepaid by Dell) and continue to enjoy the benefits of your Dell printer.

Next-Business-Day On-Site Response Service²

Dell has developed a variety of on-site service packages tailored to varying customer requirements for system uptime, beginning with the NBD On-Site Response Service². Designed to provide a base level of customer security, the NBD On-Site Response Service² places a Dell-Certified Technician at your location the following business day (if necessary) following phone-based troubleshooting.

Same-Day On-Site Response Service²

For our Same-Day On-Site Response Service, a Dell-trained technician will arrive on-site, depending on your location, within 4 hours after phone-based troubleshooting to help get your printer back in operation as rapidly as possible. The 4-Hour response option with 5x10 coverage is available for networked workgroup printers only.

Fuser Maintenance

Fuser maintenance kit replacement is included in the base and extended limited warranties⁵ for certain Dell Laser Printers based on usage and service level. (Please see the service & support chart below for a complete list of Laser Printers with fuser maintenance coverage.)

Dell Service & Support	1100 / 1600n / 1710 / 1710n				M5200n / W5300n		3000cn / 3100cn / 5100cn		
STANDARD SERVICE									
24x7 Toll-Free Tech Phone Support	X*	X	X	X	X	X	X	X	X
90-day Advanced Exchange ¹	X								
1-year NBD Advanced Exchange ¹		X	X	X					
1-year NBD On-Site Response Service ²					X	X	X	X	X
Fuser Maintenance Coverage		X**			X	X	X	X	X
Lifetime Toner Cartridge Limited Warranty ⁵	X	X	X	X	X	X	X	X	X
EXTENDED SERVICE OPTIONS									
1-3 year Advanced Exchange ¹	X								
2-4 year NBD Advanced Exchange ¹		X	X	X					
2-4 year NBD On-Site Response Service		X	X	X	X	X	X	X	X
Same-Day On-Site Response Service ²					X	X			X
Printer Gold Technical Support	X	X	X	X	X	X	X	X	X
Installation	X	X	X	X	X	X	X	X	X
Asset Tagging	X	X	X	X	X	X	X	X	X
Leasing	X	X	X	X	X	X	X	X	X

* 1-year Toll-Free Phone Support available on the Dell 1100.
** Fuser Maintenance Coverage is available on the Dell 1600n only when you upgrade from Advanced Exchange Service to On-Site Response Service.

Recycling Made Easy

Dell understands the hurdles of recycling printers from the home and office environment. So we offer a recycling program that meets these unique needs. First, we take the burden off of you by making recycling your printers and toner easy, safe and affordable. It's just one more way we try to save you time and money.

Visit www.dell.com/recycling for details.

- Each Dell printer includes instructions for returning an old printer for recycling
- Each Dell toner cartridge includes instructions for returning used toner for recycling
- Dell pays shipping charges for printer and toner recycling



GET MORE OUT OF NOW.



Printer Gold Technical Phone Support

Dell's Printer Gold Technical Phone Support provides an advanced level of technical support expertise at a dedicated 24x7, toll-free number. Printer Gold Technical Phone Support combines rapid response and resolution with advanced technical phone assistance to give you a single point of contact for your Laser Printer support.

Installation

Our printer installation options provide you with a choice of our basic PC installation that includes up to 3 peripherals, or a standalone printer installation option. Dell manages the installation scheduling process and is the single point of contact.

Asset Tagging

We will apply standard or custom asset tags for your printers and labels for your packing boxes. Information on asset tags can include: customer name, service tag, purchase order number, order number, order date, model number, shipping address, system component data and/or customer-supplied information.

Leasing

Dell Financial Services has a customized lease or purchase program for Dell printers to fit your needs and budget. For more information, see www.dellfinancialservices.com/solutions and talk to your Dell sales representative today.

Accessories

Cables

USB, Parallel or Ethernet (where applicable)
Wireless options available on the 1710/n, M5200n and W5300n

Toner

Dell recommends High Yield toner for Dell's lowest Total Cost of Printing (excluding 1100)

Additional Drawers

Increase paper capacity instantly

Duplexer

A Duplex Printing Unit permits automatic printing on both sides of a page. Optional for M5200n, W5300n, 3000cn and 3100cn. Duplex is standard on the 5100cn

Envelope Feeder

Provides additional input capacity of up to 85 envelopes (available only for M5200n and W5300n)



Dell™ Laser Printers



Dell™ Laser Printer 1100

mono

Dell™ Laser Printer 1710 & 1710n

mono

Dell™ Laser Printer M5200n

mono

Dell™ Laser Printer W5300n

mono

Dell™ Laser Printer 1600n

mfp

Dell™ Laser Printer 3000cn

color

Dell™ Laser Printer 3100cn

color

Dell™ Laser Printer 5100cn

color

There's never been a better time to empower your business with color laser printing. Dell offers three exceptional laser printers that deliver vibrant color. But we know affordable color laser printing is just part of the picture. Your printer must be fast and reliable too. So Dell™ color laser printers — like all Dell laser printers — are designed to deliver the speed and dependability your business needs.

Dell laser printers are easy to buy, own and use. The power of our direct business model and our team of talented people deliver superb value, high quality and excellent service and support. So no matter which Dell laser printer you choose — color or monochrome, multi-function or large workgroup — you'll get a printer that delivers fast, sharp, quality output backed by Dell's award-winning service and support staff.

Dell cannot be responsible for errors in typography or photography. ¹Replacement part or unit will be dispatched if necessary following phone based troubleshooting in advance of receipt of returned defective unit. Subject to parts availability, geographical restrictions and terms of service contract. Service timing dependent upon time of day call placed to Dell. Defective unit must be returned. Replacements may be refurbished. U.S. only. ²Service may be provided by third party. Technician will be dispatched if necessary following phone-based troubleshooting. Subject to parts availability, geographical restrictions and terms of service contract. Service timing dependent upon time of day call placed to Dell. U.S. only. ³All Dell Laser Printers (except 1100) black and color print cartridge yields are based on 5% page coverage. Yields vary with usage and environmental conditions. ⁴Valid for Continental (except Alaska) U.S. only. ⁵For a copy of our guarantees or limited warranties, please write Dell USA L.P., Attn: Warranties, One Dell Way, Round Rock, TX 78682. For more information, visit www.dell.com/service_contracts. ⁶Dell Laser Printer 1100 and 1710/n toner yield based on printing pages with 5% page coverage in accordance with ISO/IEC 19752 testing methodology. Yields vary with usage and environmental conditions. Dell, the Dell logo, Dell Printer Web Tool, Dell ColorTrack Driver and Dell Toner Management System are trademarks of Dell Inc. Microsoft and Windows are registered trademarks of Microsoft Corporation in the U.S. and other countries. Other trademarks and trade names are the property of their respective owners. Copyright 2005 Dell Inc. All rights reserved. Printed in the USA. Reproduction in any manner whatsoever without the written permission of Dell Inc. is strictly forbidden.

Dell Helps Contain Your Total Cost of Printing

The cost of owning and operating your printers goes well beyond the initial purchase price. At Dell we know this, so we've developed a complete line of printer products that answers your Total Cost of Printing (TCOP) needs from start to finish.

First, Dell printers come with features that make it simple to save money. The Dell ColorTrack™ driver in our color laser printers is an exceptional example. It offers a separate monochrome print driver so you can control

who prints in black & white, color or both. You save money by conserving color toner when printing in black & white and help reduce operating costs by printing only your most important documents in color.

We not only help your business operate more cost effectively with a low acquisition price, we follow through with easy access to toner, reliability that makes a difference over the long haul and excellent service from a single source. Ask your Dell representative to show you how we can help lower your printing costs with the Dell TCOP Calculator. It's just one more way Dell works to help your business succeed.

Printer Management: Easy as Dell

Dell ColorTrack Driver™

The Dell ColorTrack Driver offers a separate monochrome print driver so you can determine who prints in black & white, color or both. You save money by conserving color toner when printing in black & white and reduce operating costs by printing only your most important documents in color. The result: You save on the cost of toner.

- Never use color toner when printing in black & white — no waste
- Reduce operating costs by printing only your most important documents in color

Managing your printers is as easy as Dell with the Dell Printer Web Tool™

Dell makes it simple to quickly and easily manage network printers with its Printer Web Tool. You're in complete control so you can know what's going on and when. That means maximum uptime for your Dell printers and greater productivity for your business.

- Check printer status
- Configure printers quickly and easily
- Obtain printer usage information
- Establish email alerts for supplies and paper

Dell laser printers are tested with leading printer management software. Dell printers also support open standard printer MIB specifications.

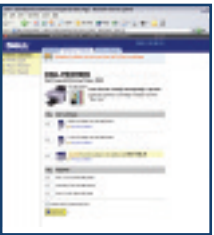


Dell Toner Management System™

You'll never run out of toner again!

Intelligent software alerts you when toner levels are low and sends you a message when it's time to reorder. Network model printers receive an email with low toner alerts. Ordering is fast and easy too, so you can make the most of your time and money.

- Order toner at www.dell.com/supplies
- Direct link to website from Low Toner alert
- Three- to five-day shipping charges included⁵ (overnight option available)



MONOCHROME		Dell™ Workgroup Laser Printer		Dell™ Large Workgroup Laser Printer		MULTIFUNCTION		COLOR							
Dell™ Laser Printer 1100		Dell™ Laser Printer 1710 & 1710n		M5200n		W5300n		Dell™ MFP Laser Printer 1600n		Dell™ Color Laser Printer 3000cn		Dell™ Color Laser Printer 3100cn		Dell™ Color Laser Printer 5100cn	
															
	<ul style="list-style-type: none">• Value laser printer with sharp, quality documents• Easy-to-use, single-button operator panel• Recommended for home or small office	<ul style="list-style-type: none">• Fast, affordable personal or networked printing in a compact design• Up to 27 ppm monochrome print (actual print speed will vary with use)• Recommended for PC use or small to medium networked workgroups (1710n)	<ul style="list-style-type: none">• High-volume workgroup printing at a low cost per page• Up to 35 ppm monochrome print (actual print speed will vary with use)• Recommended for medium to large networked workgroups	<ul style="list-style-type: none">• High-volume, high-speed workgroup printing at a low cost per page• Up to 45 ppm monochrome print (actual print speed will vary with use)• Recommended for medium to large networked workgroups	<ul style="list-style-type: none">• Networked Printing and Scanning, Standalone Copy and Fax• Faxes in black & white and color. Includes PaperPort Deluxe® 9 document management software• Recommended for PC use or small to medium networked workgroups	<ul style="list-style-type: none">• Fast monochrome laser printer with the option of color• Similar purchase price as comparable black & white printers• Recommended for small and medium networked workgroups	<ul style="list-style-type: none">• Fast monochrome laser printer with the option of color• The color laser that grows with your business• Recommended for small and medium networked workgroups	<ul style="list-style-type: none">• Fast performance black & white printing with extraordinary color speed in a robust, duplex, workgroup printer• Color solution at a monochrome price• Recommended for medium to large networked workgroups							
	Speed <small>(actual print speed and copy speed will vary with use)</small>	Prints up to 15 ppm	Prints up to 27 ppm	Prints up to 35 ppm	Prints up to 45 ppm	Prints and copies up to 22 ppm / 33.6K fax	Prints up to 25 ppm black & white / 5 ppm color		Prints up to 35 ppm black & white / 25 ppm color						
	Duty Cycle	Up to 5,000 pages/month	Up to 15,000 pages/month	Up to 175,000 pages/month	Up to 225,000 pages/month	Up to 15,000 pages/month	Up to 45,000 pages/month		Up to 90,000 pages/month						
	Resolution	Up to 600 x 600 dpi	Up to 1200 x 1200 dpi	Up to 1200 x 1200 dpi	Up to 1200 x 1200 dpi	Up to 1200 image quality, 600 x 600 dpi print resolution 600 x 1200 dpi 24-bit color scan resolution	Up to 600 x 600 dpi (2400 Image Quality)		Up to 600 x 600 dpi (2400 Image Quality), 1200 x 1200 at 1/2 speed						
Ports <small>(cable not included)</small>	USB 1.1	USB 2.0, Parallel, Ethernet (1710n)	USB, Ethernet	USB, Ethernet	USB 2.0, Ethernet	USB, Parallel, Ethernet		USB, Parallel, Ethernet							
Print Languages	GDI	PCL 5e, PCL6, add PS 3 for 1710n	PS 3, PCL6, PCL 5e	PS 3, PCL6, PCL 5e	GDI, PCL6, PS 3	PCL6, PCL 5e	PCL6, PCL 5e, PS 3	PCL6, PCL 5e, PS 3							
Fonts	Microsoft®Windows®Fonts	(1710) 2 Bitmap, 17 Scalable PCL, 17 Scalable PS (Mac only). (1710n) 2 Bitmap, 89 Scalable PCL, 89 Scalable PS	89 scalable PCL • 158 scalable Postscript	89 scalable PCL • 158 scalable Postscript	45 Scalable, 1 Bitmap	81 fonts and Symbol Sets, 35 fonts for PCL and 136 fonts for PS 3		81 fonts and Symbol Sets, 35 fonts for PCL and 136 fonts for PS 3							
Memory	2MB Standard, 2MB Maximum	16MB Standard, upgradeable to 144MB (1710); 32MB Standard, upgradeable to 160MB (1710n)	64MB Standard, upgradeable to 320MB	80MB Standard, upgradeable to 336MB	32MB Standard, upgradeable to 160MB	64MB standard, upgradeable to 576MB		128MB standard, upgradeable to 640MB							
Processor Speed	150MHz	366MHz	300MHz	500MHz	166MHz	300MHz		400MHz							
Compatibility	Microsoft®Windows® (98, Me, Server 2000, Pro 2000, Advanced Server 2000, 2000 Server running Terminal Services, XP)	Microsoft Windows (Server 2000 & 2003, NT 4.0, XP, 2000, Me, 98, 98SE, XP 64 bit), MS Longhorn OS, Red Hat® Linux® Enterprise 3.0, Suse Linux (7.x, 8.x), Novell NetWare (3.x, 5.x, 6.x TCP/IP only), Mac OS X, Citrix, SAP certification	Microsoft Windows (Server 2003, XP, 2000, Me, 98, 95, NT 4.0), Novell® (3.x, 4.2, 5.1, 6.0), Red Hat Linux (7.2, 7.3, 8.0, AS 2.1), SuSE Linux (7.2, 7.3, 8.0), TurboLinux (6.0, 6.1)	Microsoft Windows (Server 2003, XP, 2000, Me, 98, 95, NT 4.0), Novell (3.x, 4.2, 5.1, 6.0), Red Hat Linux (7.2, 7.3, 8.0, AS 2.1), SuSE Linux (7.2, 7.3, 8.0), TurboLinux (6.0, 6.1)	Microsoft Windows (Server 2000, XP, 2000, Me, 98, NT 4.0)	Microsoft Windows (98, 2000, Me, NT 4.0, XP, Server 2003)	Microsoft Windows, Mac, Unix, Linux and Novell NetWare. Optional Multiprotocol Card is required for IPP, IPX/SPX (NetWare P-Server), AppleTalk and SMB protocols	Microsoft Windows, Mac, Unix, Linux and Novell NetWare. Optional Multiprotocol Card is required for IPP, IPX/SPX (NetWare P-Server), AppleTalk and SMB protocols							
Weight / Dimensions <small>(W x D x H)</small>	10.58 lbs. w/o consumables / 14.1" x 11.77" x 8.54"	19.95 lbs. w/o consumables / 15.6" x 13.9" x 9.72"	45 lbs. w/o consumables / 17.2" x 20.2" x 16"	45 lbs. w/o consumables / 17.2" x 20.2" x 16"	34.1 lbs. w/o consumables / 17.7" x 16.7" x 18"	70 lbs. w/o consumables / 16.7" x 16.5" x 17"	70 lbs. w/o consumables / 16.7" x 16.5" x 21"	77.2 lbs. w/o consumables / 16.8" x 22.9" x 18.2"							
Toner Included ³	1K ⁶	3K ⁶	12K	18K	3K	2K Black and 1K Each Color	4K Black, 4K Color	9K Black, 8K Color							
High-Yield Toner ³	2K ⁶	6K ⁶	18K	27K	5K	4K Black, 2K Color	4K Black, and Each Color (2K Color also available)	9K Black, 8K Each Color							
Standard / Max. Paper Input	150 sheet / 150 sheet	250 sheet / 800 sheet (Max. one additional drawer)	600 sheet / 2,600 sheet (Max. four additional drawers)	600 sheet / 2,600 sheet (Max. four additional drawers)	250 sheet / 500 sheet (Max. one additional drawer)	Standard 150 Multi-purpose Tray (MPT) Drawer/900 (Max. two additional drawers)	Standard 150-sheet (MPT) + 250-sheet A4/ 900 (Max. one additional drawer)	Standard 500-sheet + 150-sheet (MPT) / 2,150 (Max. two additional drawers), integrated duplex							
Paper-Handling Options	N/A	550-sheet drawer	250- or 500-sheet drawers, 85 envelope, Optional duplex	250- or 500-sheet drawers, 85 envelope, Optional duplex	250-sheet drawer	250- or 500-sheet A4 drawers, 250-sheet legal drawer, duplex		500-sheet A4/legal, 1000-sheet A4/legal drawers							